



FREQUENTLY ASKED QUESTIONS

Valley Metro RideChoice

How soon can I use RideChoice?

July 1, 2019

Am I eligible for Valley Metro RideChoice?

You must be ADA paratransit certified by the Valley Metro Mobility Center to be eligible for RideChoice. If you are not ADA paratransit certified but are 65 or older, you are eligible for Cab Connection.

I have been certified disabled by the Social Security Administration, the Arizona Department of Transportation or another organization. Do I still need to be ADA paratransit certified by the Valley Metro Mobility Center to be eligible for RideChoice?

Yes. To begin the process, call the Valley Metro Mobility Center at 602-716-2100.

If I am ADA paratransit certified, is RideChoice my only transportation option?

No. If you are an ADA paratransit certified Scottsdale resident, you can participate in either the RideChoice program or the Scottsdale Cab Connection program. You cannot participate in both at the same time.

I am ADA paratransit certified by the Valley Metro Mobility Center and would like to use RideChoice. How do I get started?

Beginning July 1, to apply for Valley Metro RideChoice service, call 602-716-2100. Approximately two weeks after enrolling in the program, you will receive a welcome packet with instructions for using RideChoice.

Who is eligible to be ADA Paratransit Certified by the Valley Metro Mobility Center?

To be eligible for Americans with Disabilities Act (ADA) paratransit certification, you must be unable to independently use transit because of a disability or disabling health condition.

What does the ADA certification process entail?

You must fill out a short paper application and then attend an in-person eligibility assessment at the Valley Metro Mobility Center located at 4600 E. Washington Street in Phoenix. The application is free, and Valley Metro will provide free door-to-door transportation to the mobility center upon request. If you have additional questions about ADA eligibility or the application process, call 602-716-2100.

How does RideChoice provide on-demand service?

RideChoice uses Lyft, a ride-share service, in addition to taxis and wheelchair-accessible vehicles.

What is Lyft?

Lyft is a network of drivers who use their private cars to provide driving services 24/7. Like taxi drivers, Lyft drivers must go through criminal background and DMV checks. Their vehicles must be inspected, and they are required to have primary liability insurance coverage. Lyft also follows a zero-tolerance drug and alcohol policy with its drivers.

I don't have a "smartphone" with a Lyft App. Can I still use RideChoice?

Yes. RideChoice participants schedule rides by calling 602-716-2111 and providing an operator with their pick-up and drop-off address, the date and time you wish to travel and whether you prefer to use Lyft, a taxi or a wheelchair-accessible service.

What if I am in a wheelchair, can I still use RideChoice?

Yes. RideChoice transportation options include wheelchair-accessible vehicles, along with Lyft and taxis. There is no additional charge for wheelchair-accessible vehicles.

Am I required to share rides with other participants?

No. You do not have to share rides, and you can go straight to your destination.

Does it cost more if I do not share rides with other participants?

No.

Can I have a companion travel with me at no additional cost?

Yes.

How many trips per month can I take with RideChoice?

You can take up to 20 trips per month with RideChoice. However, if you are using RideChoice for work, school or medical appointments, you may be eligible for additional trips.

Do I have to schedule my trips in advance?

No. There's no requirement to book ahead, but you can book ahead if you prefer.

How do Valley Metro RideChoice and Scottsdale Cab Connection services compare?

	RideChoice	Scottsdale Cab Connection
Eligibility	ADA certified	65 and older or ADA certified
Cost	\$3 for up to an 8-mile one-way trip; \$2 for each additional mile	Taxi fare is subsidized 80% up to \$10 per one-way trip
Transportation Options	Lyft, Taxis, & wheelchair-accessible vehicles	Taxis
Service Area	Valley Wide	Valley Wide
Operating hours	24/7	24/7
Eligibility	ADA paratransit certified	65 and older or ADA paratransit certified
Trips per month	Up to 20 (However, those using service for work, school or medical services are eligible for more trips.)	16
Reservations	No advance reservation required	No advance reservation required
Payment	Credit card, debit card or checking account deduction	Paper vouchers combined with personal payment